

# JOB OPPORTUNITY/EXAMINATION BULLETIN

OFFICE OF LEGISLATIVE COUNSEL  
LEGISLATIVE DATA CENTER



## **DESKTOP SUPPORT REPRESENTATIVE INFORMATION TECHNOLOGY SPECIALIST I, RANGE C (5LC33) (EQUIVALENT TO: ASSISTANT INFORMATION SYSTEMS ANALYST)**

JOB LOCATION: **SACRAMENTO, CALIFORNIA**  
FINAL FILING DATE: **SEPTEMBER 30, 2015**

**SALARY: \$4,020 - \$5,284**

### **Our Agency**

The Office of Legislative Counsel (OLC) is a small civil service department whose mission is to provide legal services and information technology support services to the State Legislature. The Legislative Data Center (LDC), as one of three branches of the OLC, is a customer service organization, delivering Information technology solutions to the California State Legislature. The LDC is dedicated to building and developing individual and collective expertise through business knowledge and teamwork. The LDC is committed to continuous learning and improving individual skills as technology changes.

The State of California provides excellent health benefits and retirement options, sick leave and vacation accrual, and paid state holidays. This position is located in the heart of downtown Sacramento. OLC employees are excluded from collective bargaining and, therefore, receive enhanced benefits and do not contribute fair share.

### **Your Role**

The candidate will be part of a Field Services team that provides software, hardware, and mobile support. The candidate will configure and install hardware and software for customers and solve problem while working closely with the Service Desk. The candidate will provide high level customer services to meet customer expectations. The candidate will work with a variety of equipment and new technology and must have a strong interest in learning and researching new technology. The candidate must have the able to analyze and resolve problems. The candidate will work on projects and conduct research independently or with a team. The candidate will learn the Legislative business process and deliver high-quality services to the State Legislature.

### **Your Expertise**

- Experience working closely with team members and providing excellent customer support
- Strong analytical and problem-solving skills
- Experience installing and troubleshooting hardware and software
- Must be able to recognize enterprise issues such as system issues
- Passion for technology and a desire to expand upon existing technical skills

### **Your Responsibilities**

- Provide customer support at the State Capitol and district offices throughout California
- Install and troubleshoot hardware and software
- Document incidents and requests using ticketing application
- Write instructions and provide one on one training to customers
- Move and install equipment
- Maintain professional internal/external relationships that meet the organization's core values
- Manage and maintain a strict schedule of work to solve issues timely and meet customers' business needs
- Work extended hours, evenings, weekends and on-call hours as needed
- Travel by plane or vehicle with a valid California driver's license
- Be able to lift up to 35 pounds

### **Minimum Qualifications**

A minimum of two (2) years of experience in providing IT field support to configure, install, and integrate computer systems and workstations on a network or A minimum of one year of experience in providing IT field support to configure, install, and integrate computer systems and workstations on a network and completion of at least 60 semester or 90 quarter units at a recognized college or university, of which 12 semester or 18 quarter units are comprised of information technology-related coursework. Demonstrated ability to analyze and resolve PC problems related to operating systems, off the shelf and internal applications, and network products in a multi-vendor environment. Experience in configuring, troubleshooting, and integrating mobile devices such as IOS, android devices, and tablets. Ability to instruct a customer in the use of such devices. Experience with remote access such as VPN or exchange active sync. Experience in providing remote support and services to customers. Experience in documenting tickets. Knowledge of Microsoft Office. Ability to organize and prioritize work to complete assignments within strict timelines. Ability to establish and maintain good working relationships with customers, vendors, other staff, and managers. Well-developed communication skills both oral and written. Ability to

work effectively within and contribute to a high performance team environment.

## Desirable Qualifications

Knowledge of information security, asset management, deployment processes, and hardware/software refresh programs. Knowledge of network and exchange services. Knowledge of the capabilities of information technology hardware and software. Ability to recommend solutions to meet customer expectations. Knowledge of the Legislature's business needs to leverage Information Technology solutions and services.

### WHO MAY APPLY

**Applicants need not be a current or former State employee nor be on a State exam list to apply, but need to meet the Minimum Qualifications listed above. It is your responsibility to make sure that you meet the minimum qualifications listed in this bulletin. Your signature on your application indicates that you have read, understood, and possess the minimum qualifications required.** This selection process consists of a state examination and job interview as a combination. Under the OLC's position-specific selection program, candidates do not have to be on a State list in order to apply. OLC may use this selection process for up to one year to fill other vacancies, where job-related knowledge, skills, abilities and behaviors are the same or substantially similar to this advertised position. Applications will be screened and interviews scheduled for those candidates possessing the best qualifications and experience. Subject to SROA/Surplus.

### HOW TO APPLY

Submit a standard state application and resume which demonstrates that you meet the Minimum Qualifications in the bulletin to the Office of Legislative Counsel Human Resources Office, Attn: H. Chu, 925 L Street, Suite 900, Sacramento, CA 95814. Applications must be received in the Human Resources Office by 5:00 p.m., Wednesday, September 30, 2015, or be postmarked by this date. **You must include on your application the alpha-numeric process indicator number 5LC33 after the position title on your application. Applications that do not contain the process indicator number will not be processed.** Please note on your application how you heard about this position. Technical questions regarding the position may be directed to Fernando Gastelum at (916) 341-8850. Questions regarding the application process may be directed to Human Resources Office at (916) 341-8330.

**SELECTION INFORMATION:** The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is an objective of the State of California to achieve a drug-free workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

**OTHER RELATED INFORMATION:** The Office of Legislative Counsel reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Applications are available at local offices of the Employment Development Department and the Office of Legislative Counsel Human Resources Office. The application form (STD. 678) is also available in several formats on the website at: <http://jobs.ca.gov/Profile/StateApplication>.

**THIS IS A COMPETITIVE PROCESS.** If you meet the minimum qualifications stated on this bulletin, you may file for this position. Possession of the qualifications does not guarantee inclusion in the selection process. Your performance in the selection process will be compared with the performance of all others who participate in this process, and does not guarantee an appointment to the position.

**INTERVIEW SCOPE:** If an interview is conducted, in addition to the minimum and desirable qualifications described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of experience. Evaluation of a candidate's personal development will include consideration of recognition of training needs; plans for self-development; and the progress made in efforts toward self-development.

**CALIFORNIA RELAY SERVICE:**  
TDD PHONE (800) 735-2929  
VOICE PHONE (800) 735-2922